# Word of Mouth, Advertising on Brand Awareness, Brand Attitude and Purchase Decision on Prulink Product

b

## Kadek Kusuma Dewi

## Undiknas Graduate School

Jl. Waturenggong No. 164, Denpasar, Bali

k\_dewi78@yahoo.com

## **ABSTRACT**

The object of this research is the Word of Mouth, Advertising with Brand Awareness and Brand Attitude as a mediating variable in determining the purchase decision. This study aims to determine the direct influence of the Word of Mouth Advertising, Brand Awareness, Brand Attitude and Purchase Decision. From the results of this study showed 9 hypothesis that has been tested on 150 respondents were chosen by taking technique accidental sampling. Data were collected using a questionnaire and the analysis method used is the analysis of structural equation modeling. The results of this analysis indicate that word of mouth, advertising, brand awareness, brand attitude had a significantly direct effect on the purchase decision and also for the mediating role of brand awareness and brand attitude can strengthen relationships word of mouth and advertising appeal to the purchase decision. Accordingly, it is recommended that companies should attempt to create positive image about their product in the minds of their customers. Future study should be focused on ways and methods to explore in other contexts.

Keywords: Word of Mouth, Advertising, Brand Awareness, Brand Attitude, Purchase Decision

ISSN: 1829-8486 (print)

#### REFERENCES

- Adnyana, R., and Darma, G.S. (2015). Strategi Marketing Mix, Yield Management, Customer Satisfaction and Occupancy Rate, *Jurnal Manajemen & Bisnis*, **12** (1): 92-115.
- Ahmed, R.R., Veinhardt, Jolita., and Ahmad, Nawaz. (2014). Impact Of Word Of Mouth On Consumer Buying Decision. Department of Business Administration & Commerce Indus University, European Journal of Business and Management, 631: 394 403. (online)

  Avalaible https://www.researchgate.net/profile/Nawaz\_Ahmad3/publication/267631614\_Impact\_of\_Word\_of\_Mouth\_on\_Consumer\_Buying\_Decision/links/5454fa1a0cf2bccc490cc6f9.pdf
- Ameri, H.S. (2015). The Impact Of Word Of Mouth Promotion On Brand Equity Dimensions In Sports Services. College of Physical Education and Sport Sciences Urmia University. Oktober 13,2015, *Sport Science*, **8** (63). (online) Avalaible https://www.sposci.com/PDFS/BR0702/SVEE/04%20CL%2008%20HA.pdf
- Anwar, S. and Gulzar, A. (2011). Impact of Perceived Value on Word of Mouth Endorsement and Consumer Satisfaction: Mediating Role of Repurchase Intentions, *International Journal of Economics and Management Sciences*, **1** (5): 46-54. https://pdfs.semanticscholar.org/f555/787fd910ea0522ea83650f4f79ba689f3874.pdf
- Assael, H. (2002). *Consumer Behavior & Marketing Strategy*. Boston, Massachussetts: PWS-KENT Publishing Company.
- Clark, D., and Draganska. (2009). The Effect Of Advertising On Brand Awareness And Perceived Quality, *Quant Mark Econ*, **7**:207–236. Institute of Applied Economics, HEC Montreal and CIRPEE. (online) Avalaible <a href="http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.153.5098&rep=rep1&type=pdf">http://citeseerx.ist.psu.edu/viewdoc/download?doi=10.1.1.153.5098&rep=rep1&type=pdf</a>
- Darma, G.S. (2004). Improving the Alignment of Business and Information Strategies, *Jurnal Ekonomi & Bisnis*, **16** (1): 1-28.
- Darma, G.S. (2005). Managing Information to Greater Efficiency and Profit, *Jurnal Ekonomi & Bisnis*, **17** (1): 1-10.
- Darma, G.S. (2006). *Mobile Marketing: Sebuah Strategi Keunggulan Bersaing Online*. Denpasar: Undiknas Press.

- Dewi, C.R., and Darma, G.S. (2014). Website Usability, Satisfaction, Loyalty, Security Perception, Trust, and Word of Mouth in e-Commerce Business, *Jurnal Manajemen & Bisnis*, **11** (2): 1-30.
- Farela, D., and Darma, G.S. (2014). Celebrity Endorser, Daya Tarik Iklan, Brand Awareness dan Brand Attitude, *Jurnal Manajemen & Bisnis*, **11** (1): 35-47.
- Fam, K. S., and Waller, D. S. Ad. (2006). likeability and brand recall in Asia: a cross cultural study, *Journal of Brand Management*, **12** (2): 93-104. (online) Avalaible https://www.researchgate.net/publication/233636888\_Ad\_likeability\_and\_brand\_rec all\_in\_Asia\_A\_cross-cultural\_study
- Ishida, C., and Taylor, S.A. (2012). Retailer Brand Experience, Brand Experience Congruence, And Consumer Satisfaction, *Journal of Consumer Satisfaction, Dissatisfaction and Complaining Behavior*, **25**: 63-79. (online) Avalaible https://faculty.unlv.edu/gnaylor/JCSDCB/Volume25/Ishida\_Taylor.pdf
- Jansen, B.J.; Zhang, M.; Sobel, K., and Chowdury, A. (2009). Twitter power: Tweets as electronic Word-of-Mouth, *Journal of the American Society for Information Science* & *Technology*, **60**(11). (online) Avalaible https://faculty.ist.psu.edu/jjansen/academic/jansen\_twitter\_electronic\_word\_of\_mouth.pdf
- Kotler and Keller. (2007). Marketing Management, 1 (12). Jakarta: PT.Indeks.
- Kotler, P., and Armstrong, G. (2008). *Principles of Marketing*. New Jersey: Prentice Hall.
- Martenson. (2007). Corporate brand image, Satisfaction and Loyality in a Store. p. 13 Chen, Y-Y., Huang, H-L., Hsu, Y-C., Tseng, H-C., Lee, Y-C. 2010. Confirmation of Expectations and Satisfaction with the Internet Shopping: The Role of Internet Self-efficacy, *Computer and Information Science*, **3** (3): 14-22. (online) Avalaible http://www.emeraldinsight.com/doi/pdfplus/10.1108/09590550710755921
- Mullins, J.W., et.al. and Walker, Orville C. JR. (2010). *Marketing Management : A Strategic Decision-Making Approach*, Seven Edition. New York: McGrawHill.
- Nesia, A., and Darma, G.S. (2015). Diversification Analyzes The Concept Of Branding And Promotion to Company Performance, *Jurnal Manajemen & Bisnis*, **12** (2): 125-171.
- Oviodou. (2009). The Importance Of Brand Awareness In Consumers' Buying Decision And Perceived Risk Assessment. Babeş-Bolyai University of Cluj-Napoca.
- Permanasari, I.A.S., and Darma, G.S. (2013). Pengaruh Penggunaan Internet Banking Terhadap Rasa Aman, Rasa Percaya Dan Loyalitas Nasabah Dalam Meningkatkan Saldo Bank, *Jurnal Manajemen dan Bisnis*, **10** (1): 186-204.

- Pranata, I.M.A., and Darma, G.S. (2014). Strategi Penerapan E-Commerce Dalam Meningkatkan Keunggulan Bersaing, *Jurnal Manajemen & Bisnis*, **11** (1): 69-81.
- Rossiter, J.R., Larry Percy. (2007). *Advertising Communication and Promotion Management*, Edisi Kedua, Singapura: McGraw-Hill.
- Saefulloh, D.A., and Darma, G.S. (2014). Strategi Marketing Wisata Wedding Sebagai Destinasi Alternatif, *Jurnal Manajemen & Bisnis*, **11** (1): 17-34.
- Schiffman, L.G., and Kanuk, L.L. (2010). *Consumer Behavior Tenth Edition*. Pearson Education.
- Sadehgi., et al. (2015). Investigating the effect of Rational and Emotional Advertising Appeals of Hamrahe Aval Mobile Operator on Attitude Towards Advertising and Brand Attitude, *International Journal of Asian Social Science*. (online) Avalaible http://www.aessweb.com/pdf-files/ijass-2015-5(4)-233-244.pdf
- Sedaghat., et.al. (2012). The Impact of Promotional Mix Elements on Brand Equity, American Journal of Scientific Research, 43: 5-15.
- Sernovitz, A. (2006). Word of Mouth Marketing: How Smart Companies Get People Talking. Chicago: Kaplan Publising.
- Shimp, T.A. (2010). Advertising, promotion, & other aspects of Integrated Marketing Communication, 8th Edition, South-Western, Cengage Learning. (online) Avalaible http://abufara.com/abufara.net/images/abook\_file/Advertising,%20Promotion,%20a nd%20other%20aspects%20of%20%20Integrated%20Marketing%20Communications-Terence%20A.Shimp-2010.pdf
- Sumardy., et al. (2011). *The Power of Word of Mouth Marketing*. Jakarta: PT Gramedia Pustaka Utama.
- Tseng, L.Y., and Lee, T.S. (2013). How Brand Image, Congruency between Celebrity Endorser and Brand, and Brand Attitude can Influence Tweens Purchase Intention through Peer Conformity, *Fu Jen Catholic University Journal*. (online) Avalaible http://www.scienpress.com/Upload/AMAE/Vol%203\_3\_17.pdf
- Wang, X.H., and Yang, Z. (2010). The Effect of Brand Credibility on Consumer's Brand Purchase intention in Emerging Economies: The Moderating Role of Brand awareness and Brand image, *Journal of Global Marketing*, **23**: 177–188.
- Wu, Paul C. S., and Wang, Yun-Chen. (2011). The Influences of Electronic Word of Mouth Message Appeal and Message Source Credibility on Brand Attitude, Asia Pacific *Journal of Marketing and Logistic*, **23** (4): 448-472.

ISSN: 1829-8486 (print)

http://journal.undiknas.ac.id/index.php/magister-manajemen/

Wu, S. I., and Lo, C. L. (2009). The Influence of Core Brand Attitude and Consumer Perception on Purchase Intention Toward Extended Product, Asia Pasific Journal of *Marketing and Logistics*, **21** (1): 174-194.

www.prudential.co.id

www.topbrand-award.com

Untuk Mendapatkan Full Text hubungi : jmb@pasca-undiknas.ac.id